

Continuous Quality Improvement

Policy & Procedure

What: Briefly describe the topic of the policy/procedure.

Why: Outline the purpose and importance of the topic and describe the benefits of having a standardized procedure.

How/When/Who: Specifically describe all the relevant steps and the order in which they must occur, including when each task must occur and who will carry it out.

❖ Data Collection

- *What data will be collected?*
- *How will data be collected?*
- *Where will the data come from?*
- *Where will it be entered?*
- *How frequently will it be collected and entered?*
- *Who will do the collection & entry?*

❖ Data Quality Assurance

- *Who will check data quality? How often? How will they know it's ready to check?*
- *What is the process?*
- *Will each occurrence be documented?*
- *What are the next steps?*
- *Who will monitor to check that each step happens as scheduled?*

❖ Data Reporting

- *Which reports will be utilized to review performance?*
- *Who needs to see which of the reports? How often?*
- *What information is needed at different levels? Ex: senior management needs outcome data, front line staff need outcome and process (activity/output data)*
- *Who is responsible for developing and disseminating reports?*

❖ Evaluation & Analysis

- *Which report(s) will be utilized to initiate review of current performance v. targets?*
- *Which report(s) will be utilized at which time intervals?*
- *When will the report be utilized?*
- *Who will facilitate the analysis?*
- *Who else will be involved?*
- *What will this process look like? What questions will be asked and answered?*
 - *Reviewing current performance and comparing to targets*
 - *Identifying areas for improved performance*
 - *Analyzing opportunities for improved performance*
 - *Hypothesizing factors limiting current performance*
- *Once you've identified the factors limiting current performance, how will you decide which items to target for adjustment?*

❖ **Adjustment**

- *How can you manage changes that can be made to improve performance?*
- *Who will decide what changes to try?*
- *How will changes be monitored?*
- *Who will check to see if the change had the intended outcome? When?*
- *What will be done if the change didn't have the intended outcome?*
- *What will be done if the change did have the intended outcome?*
- *How will changes and reports be documented?*